



Customer Wait Time (CWT)

U.S. AIR FORCE

~~Calculation Process Flow~~

Retail
D002A/301M - SBSS

Wholesale
D035 - SCS

Cataloging
D043

Logistics, Installations, & Mission Support
- Enterprise View
(LIMS-EV)

All SOS
Activity Codes: J, R, S, X
CWT 10 Day Rule Flag*
CWT Partial Rule Flag
IPG 3 Field & Depot
CWT Status: Closed
Queries- Pipeline Analysis
Tool

Business
Rules

Metric Output:
AF SOS: Average CWT Days after 1% outliers removed
Non-AF SOS: Average CWT Days

* N/A for Depot SRANs